IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with strikethrough. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1 and 6-9 in accordance with the following:

1. (CURRENTLY AMENDED) A program causing an information processing device to execute a service managing method accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, said method comprising:

managing the plurality of service servers by dividing the service servers into to define a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which offer low level service among the service servers at a normal time and dynamically make a shift service servers among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

reducing a load on a service server within any of the plurality of groups by using at least one service server with the lightest load within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

2. (ORIGINAL) The program according to claim 1, wherein
the plurality of service servers that are grouped comprise a storing unit storing information to which group each of the plurality of service servers belongs.

3. (ORIGINAL) The program according to claim 1, wherein
a service quality is a response time of the service servers.

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4. (ORIGINAL) The program according to claim 1, said method further comprising:

recording and managing a log of service requests; and

generating a schedule for each date or each day of the week based on the log recorded in the log managing step, and changing a way of dividing the service servers into groups according to a generated schedule.

5. (ORIGINAL) The program according to claim 1, wherein:

each of the plurality of service servers executes a load measuring step measuring a load value that a local server requires to process a service request; and

a service server within the intermediate server group is shifted to a different group based on a load value of each service server, which is notified from the load measuring step.

6. (CURRENTLY AMENDED) A service managing method accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, comprising:

managing the plurality of service servers by dividing the service servers into to define a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which offer low level service among the service servers at a normal time and dynamically make a shift service servers among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

reducing a load on a service server within any of the plurality of groups by using at least one service server within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

7. (CURRENTLY AMENDED) A program causing an information processing device to execute a service managing method accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, said method comprising:

managing the plurality of service servers by dividing the service servers ~~into~~ to define a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which offer low level service among the service servers at a normal time and dynamically ~~make a~~ shift service servers among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

reducing a load on a service server within any of the plurality of groups by using at least one service server within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

8. (CURRENTLY AMENDED) A storage medium readable by an information processing device, on which is recorded a program for causing the information processing device to execute a service managing method accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, said method comprising:

managing the plurality of service servers by dividing the service servers ~~into~~ to define a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which offer low level service among the service servers at a normal time and dynamically ~~make a~~ shift service servers among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

reducing a load on a service server within any of the plurality of groups by using at least one service server within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

9. (CURRENTLY AMENDED) A service managing apparatus accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, comprising:

a managing unit managing the plurality of service servers by dividing the service servers ~~into~~ to define a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which offer low level service amount the service servers at a normal time and dynamically ~~make a~~ shift service servers among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

an intermediate server shifting unit reducing a load on a service server within any of the plurality of groups by using at least one service server with the lightest load within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

10. (PREVIOUSLY PRESENTED) A quality of service system providing services over at least one network, comprising:

service servers grouped according to quality levels of the services provided, including a group of intermediate service servers offering low level service at a normal time.

11. (PREVIOUSLY PRESENTED) The system as claimed in claim 10, further comprising a load shifting unit reducing a load on a selected server within any group of said service servers.

12. (PREVIOUSLY PRESENTED) The system as claimed in claim 11, wherein said load shifting unit reduces the load on the selected server by shifting a portion of the load from the selected server to at least one intermediate server having a lightest load among the intermediate servers.